

Privacy Policy

Effective date: September 30, 2026

Bigfoot Party Booking ("Bigfoot," "we," "us," or "our") respects your privacy. This Privacy Policy describes the personal information we collect, how we use and disclose it, the choices available to you, and how to contact us.

1. Information we collect

Depending on how you interact with us, we may collect:

• **Account and business information:** name, business or venue name, email address, telephone number, venue type, account role, plan, locations, and account settings.

• **Authentication and security information:** password hashes, login records, device or browser information, IP address, security events, and anti-abuse signals.

• **Subscription and transaction information:** plan, trial and subscription status, billing records, payment status, and identifiers supplied by payment processors. We generally rely on payment processors to handle payment-card details.

• **Service data:** packages, availability, bookings, add-ons, customer details, communications, waiver records, and other information submitted or generated through the Service.

• **Communications:** messages you send us, support requests, email interactions, and your communication preferences.

• **Website and usage information:** pages viewed, referring pages, browser/device information, and similar technical information used to operate, secure, analyze, and improve the Service.

2. Information about your customers

Businesses using Bigfoot may submit personal information about their customers, party hosts, guests, employees, or other individuals. For that information, the Bigfoot customer generally determines why the information is collected and how the Service is configured to use it. We process that information to provide the Service and as directed by the applicable Bigfoot customer, subject to applicable law and our contractual obligations.

If you are an individual whose information was provided to Bigfoot by a venue or other business, you may need to contact that business directly to exercise rights relating to the business's records. We will assist our customers where required by applicable law.

3. How we use information

We may use personal information to provide and operate the Service; create and administer accounts and trials; process subscriptions; support customers; facilitate bookings and communications; secure accounts and prevent fraud or abuse; troubleshoot and improve features; comply with legal obligations; enforce our agreements; maintain business records; and communicate about the Service. Where permitted and where appropriate consent has been obtained, we may also send product or promotional communications.

4. SMS and mobile information

If you separately opt in to receive text messages directly from Bigfoot Party Booking, we may use your mobile number and consent record to send the categories of messages described at the point of opt-in. Message frequency varies and message and data rates may apply. You can reply STOP to opt out and HELP for assistance.

We do not sell or share mobile opt-in information or SMS consent with third parties for their own marketing or promotional purposes. We may provide mobile information to service providers that help us deliver messages or operate the Service, subject to appropriate restrictions, and may disclose information where required by law.

5. How we disclose information

We may disclose information to vendors and service providers that perform services for us, such as hosting, infrastructure, payment processing, email delivery, messaging, security, analytics, and customer support. We may also disclose information when reasonably necessary to comply with law, legal process, or lawful governmental requests; protect rights, safety, and security; investigate fraud or abuse; enforce agreements; or complete a merger, financing, acquisition, reorganization, bankruptcy, or sale of all or part of a business.

We do not sell personal information for money. If our practices ever change in a way that triggers additional legal rights or notices, we will update this Policy and provide required choices.

6. Payment processors and other third parties

Third-party services integrated with Bigfoot may collect information directly from you or receive information necessary to provide their services. Their handling of information is governed by their own terms and privacy policies. For example, payment information may be processed by Stripe or another payment provider rather than stored directly by Bigfoot.

7. Cloudflare Turnstile

We use Cloudflare Turnstile on certain forms, including trial signup, to help distinguish legitimate users from automated abuse. Turnstile may process browser, device, network, and security signals necessary to provide its anti-bot function. According to Cloudflare, Turnstile does not access, store, or transmit the contents of your form entries as part of that security function. Cloudflare's processing is also subject to its applicable privacy terms.

8. Cookies and similar technologies

We and our service providers may use cookies, local storage, session technologies, and similar tools to keep users signed in, remember preferences, secure the Service, measure usage, diagnose problems, and improve performance. Browser settings may allow you to block or delete certain cookies, but doing so may prevent portions of the Service from functioning correctly.

9. Data retention

We retain information for as long as reasonably necessary to provide the Service, maintain business and financial records, comply with legal obligations, resolve disputes, enforce agreements, prevent fraud and abuse, and maintain security and backups. Retention periods vary based on the type of information, account status, legal requirements, and operational needs.

10. Security

We use administrative, technical, and organizational measures designed to protect personal information. No Internet transmission, storage system, or security measure is completely secure, and we cannot guarantee absolute security. You are responsible for protecting your account credentials and promptly notifying us of suspected unauthorized access.

11. Your choices and privacy rights

You may update certain account information through the Service and may unsubscribe from promotional email using the instructions in those messages. For Bigfoot SMS messages, reply STOP to opt out.

Depending on where you live, applicable law may provide rights to request access, correction, deletion, portability, or other treatment of personal information, subject to exceptions. We may need to verify your identity before completing a request. Authorized agents may be required to provide proof of authority where applicable.

12. Children's privacy

The Bigfoot account-management Service is not directed to children under 13, and children under 13 may not create Bigfoot operator accounts. Our business customers may use the Service in connection with parties or activities involving minors. In those circumstances, the business customer is responsible for determining what information it is permitted to collect and for obtaining any parental or guardian consent required by law.

13. International use

If you access the Service from outside the United States, your information may be processed in the United States and other countries where we or our service providers operate. Those countries may have data-protection laws different from those in your jurisdiction.

14. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. We will post the updated version and revise the effective date. If a change materially affects how we handle personal information, we will provide additional notice when required by law.

15. Contact

For privacy questions or requests, contact Bigfoot Party Booking using the contact information made available on our website or through the Service.

CONTACT
Bigfoot Party Booking
26400 Kuykendahl Rd, Ste C180
The Woodlands, TX 77375
United States
legal@bigfootpartybooking.com

Account Services / Billing / Subscriptions / Cancellations:
account.services@bigfootpartybooking.com

Technical Support:
support@bigfootpartybooking.com
1-800-590-4193